

# UNION POSTALE

Moving the postal sector forward since 1875 | Summer 2021



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POSTAL  
UNION

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Posts are helping  
the world beat  
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# CALL FOR DONORS

As a multi-stakeholder facility, Post4Health provides a flexible platform for donors to increase synergies and have a greater impact.

In order to operate, Post4Health relies on voluntary funding from governments, national Posts, the private sector and development partners.



La Poste Group (France) is supporting the Post4Health Facility with a total amount of 100,000 USD.



The Ministry of Internal Affairs and Communication of Japan (MIC) has announced a 300,000 USD support to Post4health.

No one is safe until everyone is safe. With over three billion people living in rural or isolated areas, the successful delivery of the COVID-19 vaccine is arguably the greatest logistical challenge ever faced by humankind. The Universal Postal Union's Post4Health facility aims to catalyze the capacity of postal operators to deliver health products, policies and services to people everywhere. In doing so, it will leverage access to one of the world's biggest networks, spanning 192 countries, 650,000 postal facilities and more than five million employees.

As the UN organization responsible for the postal sector, the UPU leads the way to strengthen Posts' value proposition in delivering health policies, products and services with Post4Health.

The pandemic has highlighted the support that postal operators can give to communities, national economies and public authorities in uncertain times, making the Post an essential service during lockdowns. Aside from core services, operators have once again proven the postal network's value as a key infrastructure by delivering a full range of

new social and economic services, including health-related services such as distribution of tests, personal protection equipment and medicines. With COVID-19 vaccine campaigns being rolled out, Posts are well placed to directly contribute to the success of those campaigns by providing delivery solutions for the vaccines where possible, along with the medical equipment and supplies needed for the vaccination process.

There is a protracted global logistics challenge in the early stages of vaccine deployment and delivery, owing to specific ultra-cold chain supply chain constraints. However, as different varieties of vaccines are developed, with different levels of cold chain requirements, there will be a rapid need to scale up worldwide delivery.

The most urgent global objective of the UPU Post4Health initiative is to leverage and mobilize the postal network for the last-mile delivery of COVID-19 vaccines and of related medical equipment and materials, wherever possible and feasible, and also for advocacy and information campaigns.

Through Post4Health, the UPU will work with governments, national and global health authorities, and postal operators, form partnerships and create and operate a unique, advantageous ecosystem to not only help deliver responses to the current pandemic, but also provide broader health services through the Post.

For more information, please contact: [post4health@upu.int](mailto:post4health@upu.int)



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UNION POSTALE is the Universal Postal Union's flagship magazine, founded in 1875. It is published quarterly in four languages and takes a closer look at UPU activities, featuring international news and developments from the postal sector.

The magazine regularly publishes well researched articles on topical issues facing the industry, as well as interviews with the sector's leading individuals. It is distributed widely to the UPU's 192 member countries, including thousands of decision-makers from governments and Posts, as well as other postal stakeholders. All regard it as an important source of information about the UPU and the postal sector at large.

UNION POSTALE is also published in French, Arabic, and Chinese.

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## Summer 2021

*Refers to the season in the country of publication.*

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FEATURE

## Partnership is at the heart of Postal Corporation of Kenya's growth

In mid-May Postal Corporation of Kenya (Posta Kenya) began a new strategic partnership with African ICT company Taz Technologies. The partnership was one of the most significant developments to be undertaken by the Kenyan postal service in recent history, according to Patrick Omulo, General Manager of Courier Services at Posta Kenya.



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## New partnership helps drive SAPO's commitment to e-commerce customers

South Africa Post Office (SAPO) has created a new partnership with a United States-based online marketplace, Wish, to provide a faster, high-quality service to customers ordering products from the eCommerce site.



# GENERATION EQUALITY!

Gender equality is a fundamental necessity in the Universal Postal Union (UPU), and the international postal sector. To examine where we are today, and to hear the voices of women talking about their experiences, Union Postale's summer edition is dedicated to women and the post.

Although few women currently occupy the most senior position in the postal sector, the situation is changing. Highly qualified women such as Asta Sungailienė, CEO of Lithuanian Post, Nomkhita Mona, CEO of the South African Post Office, Herna Verhagen, CEO of PostNL, and Kristi Unt, Board Member at Omniva are leading the charge, and at the same time, showing their qualities.

Sungailienė aptly expresses what women want from their employers. They want equality. As she says, "I haven't faced any specific gender-related challenges or opportunities. I am a strong believer that any person, regardless of their gender, can excel in this industry and achieve great things." This is also the goal of the UPU and the postal sector.

In other parts of the sector, Union Postale finds that women are also making progress. Despite the lack of figures, the industry is changing. Women are being recognized for their skills and the notion of the postal sector being male-dominated is beginning to fall away.

Myrna Mendoz, working for USPS and the only female Tractor Trailer Operator in Santa Ana, California, echoes female workers everywhere when she says, "However, I love breaking the stereotypes and society's image of women. Furthermore, the USPS is very supportive regardless of gender and

helps every employee grow and advance their career if they want to."

The trend towards equality can be seen in other parts of the world as well. At the Emirates Post Group, in the first quarter of this year, 35 per cent of employees were female and the percentage is growing.

I am convinced we can do more. The United Nations has introduced Goal 5 on gender equality as one of the foundations of the 2030 Agenda for Sustainable Development. This has placed the issue on the radar of every international organization and government. The tide is swelling for ever greater changes. With only nine short years to achieve the goal, all of us will have to work much harder.

At the UPU, we can be torchbearers for the entire industry. In hiring, we encourage qualified women to apply and to spread the word about vacancy announcements through social media and other avenues. We are also raising the issue of gender equality throughout our decision-making bodies. A proposal has been made for the creation of a gender equality policy for the period 2021-2024, which will be discussed at the 27<sup>th</sup> Universal Postal Congress.

It is quite clear that changes are taking place, and old attitudes are being swept away. I have always argued that by embracing innovation and creativity the postal sector can achieve success. The same determination and commitment now needs to be applied to gender equality. If it is, we will all benefit from more women in the workplaces of the world.

**Bishar A. Hussein**, Director General,  
Universal Postal Union

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"I have always argued that by embracing innovation and creativity the postal sector can achieve success. The same determination and commitment now needs to be applied to gender equality. If it is, we will all benefit from more women in the workplaces of the world."

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## EDITOR'S NOTE

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# EQUALITY

Equality is the soul of liberty as someone once said. This edition of UNION POSTALE looks at women and the post and listens carefully to the voices of women from across the international postal sector. Whether in the boardroom, or on the workshop floor, those voices speak passionately about their roles and seem to be saying that things are improving. Women talk about their enjoyment of their roles and the work they do for individuals and communities. The overwhelming sense of the interviews is that the sector has come a long way, is positive about gender equality, but there is work to be done.

David Dadge, Editor-in-chief



# UPU to hold 27<sup>th</sup> Congress in Côte d'Ivoire using hybrid approach

The 27<sup>th</sup> Universal Postal Union (UPU) Congress will be held from 9-27 August 2021 in Abidjan, Côte d'Ivoire. The event, which usually occurs every four years, was originally due to be held on 10 to 28 August 2020, but it was delayed due to the global Covid-19 pandemic.

At the 27<sup>th</sup> Congress, plenipotentiaries from the UPU's 192 member countries will gather to shape the future of the postal sector. Member countries will also adopt the new World Postal Strategy, which is a roadmap for the work cycle commencing in 2022.

Congress will decide on new rules and set policies on the international exchange of postal items, and as part of the proceedings, member countries will elect the next UPU Director General and Deputy Director General. Furthermore, Congress will decide on the membership of the UPU's Council of Administration and Postal Operations Council for 2022-2024.

In light of the ongoing global pandemic, the UPU is set to introduce a hybrid approach to the 27<sup>th</sup> Congress, with a mix of members attending in person and others joining via virtual platforms. This is due to both health

**This is the first time Congress will be held in this way and it will be similar to what has been adopted for the two UPU councils since October 2020.**

and safety concerns, and restrictions on travel and quarantine requirements. This is the first time Congress will be held in this way and it will be similar to what has been adopted for the two UPU councils since October 2020. Currently the UPU is working closely with the Ivorian Government to help ensure the success of the Congress.

In order for a hybrid approach to be adopted, the Rules of Procedure of Congresses will have to be adjusted to enable virtual participation. Furthermore, new technology platforms will be implemented to enable event management

for registration, verification and authorization of the delegates, and for virtual conferencing, live streams, and voting on proposals, resolutions and elections. Training sessions for these platforms will be provided by the UPU at least one week before the start of Congress.

All Congress participants – including union member country delegates and observer representatives – are expected to be registered and accredited, irrespective of whether they are participating physically or remotely. Registration information will be available on the Congress webpage ahead of the event. Badges will be printed and made available to Congress participants attending in person, while access credentials will be provided to those individuals registered to participate remotely. **HN**

For all the latest information on the 27<sup>th</sup> Congress visit the dedicated web page:

**<https://www.upu.int/en/Universal-Postal-Union/About-UPU/Bodies/Congress>**



Sonja Denovski refuses to settle for less than her best. She works in the Universal Postal Union's Graphic Arts Unit and is driven by the desire for constant professional development, pouring all she knows into her work.

Growing up amid conflict in the ex-Yugoslavia helped shape her drive and resilience during difficulties such as the pandemic. She knows there are worse things than working from home, she said.

"I tend to pull out the best from the situation," the 42-year-old added.

Denovski's work in non-verbal communications extends back to her time in Belgrade, where she owned a brand strategy business that helped organizations differentiate themselves from the competition, a practice that relied on her expertise in graphic arts, business, marketing and psychology.

When she moved to Switzerland 13 years ago, she took up jewelry making as a hobby.

"Whatever I start doing as a hobby doesn't stay a hobby for long," she said. "It develops itself into a business."

She began with a small table at Bern's monthly craft market that grew until she moved into a shop in the old town. Eventually, her designs were selling internationally and were featured in an episode of a Discovery Channel television show.

In 2016, Denovski left the jewelry business and joined the UPU, bringing with her the same creativity and determination.

Denovski is in charge of branding for UPU events, creating visuals for all publications, and stamp design, such as the joint issue of the EMS's commemorative stamp featuring an abstract image of the globe that Denovski painted.

"Everything I do for the UPU is instantly international," she said. "It makes me very enthusiastic. That makes me want to be even better than I was yesterday. Visual communication is an important part of forming and maintaining a strong brand identity, and my work is focused on presenting the UPU in the most impactful way."



*Name*  
**Sonja Denovski**

*Directorate*  
**Logistic Department**

*Position*  
**Visual and Nonverbal Communication Expert**

*Nationality*  
**Swiss, Croatian, Serbian**

*Languages*  
**Serbo-Croatian, English, French, Swiss-German, German**

One of her proudest achievements has been taking over the layout and design of UPU's flagship magazine - Union Postale.

"I love working on the magazine," she said. "It is an honor to work on a publication that was founded one year after the formation of the Union in 1874."

Denovski continues to learn and raise the quality of her work for herself and her colleagues. That is why she was certified as a leadership coach and body language expert.

"I'm trying to evoke a wave of change through my own example," she said. "I'm constantly raising the quality of my work through professional development. I do not accept compromise on that quality as my work represents the UPU. My wish is to try to trigger behavior change and motivate other people, as well as raise the level of their work. When we take control and proactively develop relationships, credibility, narrow our focus, and align everything with our behavior, we can build trust and attract the right opportunities."

Denovski said she was included in the CREA Global Award 2021 list in the June issue of Brainz Magazine. The list recognizes honorees for their creative ideas and adaptability in business. **TG**



# WOMEN *and* THE POST



## Great strides are being taken in the postal sector towards achieving gender equality within the workforce, but does more need to be done to accelerate its progress?

**TEXT:** Helen Norman

The UN's Sustainable Development Goal 5 has a target of achieving gender equality and empowering all women and girls by 2030. To reach this goal, urgent action is needed to eliminate the many root causes of discrimination that still curtail women's rights in private and public spheres.

Within business, there are still too few women in senior leadership positions, although change is occurring. According to Catalyst, a global non-profit, in 2020, the proportion of women in senior management roles globally grew to 29 per cent, the highest number ever recorded. "Leadership diversity and styles can make a difference," says a UN Women spokesperson. "When more women are in decision-making positions, more inclusive decisions are made, different voices are being heard and different solutions created. Despite women's increased engagement and representation in public life, however, equality is far off."

UN Women reports that currently there are only 22 countries that are led by women as a Head of State or Government, and at the current rate of progress, it will take 130 years to reach gender parity at Heads of Government level, and in national legislative bodies will not be achieved until 2063."

### Women in the post

Although there are no specific figures on the breakdown of women and men who work within the global postal sector, it just takes one look at designated operators' senior management teams to see that they are still

dominated by men. However, the industry has come a long way over the years to gain better gender equality, and the situation differs from country to country.

In the US, for example, the postal service has a rich history of employing women. According to the United State Postal Service (USPS), women have transported mail in the US since at least the mid-1800s. During the 20<sup>th</sup> century, the number of women serving as mail carriers grew from less than 100 to more than 84,000. In 2018, USPS reported that it now employs about 289,500 women, which is more than 45 per cent of the postal workforce. A big milestone for the USPS was on 1 February, 2015, when Megan J Brennan became the 74<sup>th</sup> Postmaster General of the United States – the first woman to lead the postal service.

Myrna Mendoz, who works for the USPS as the only female Tractor Trailer Operator in Santa Ana, California, undertakes a very labor-intensive job within the postal sector, and one that is often considered a "man's job". "Sometimes I do feel intimidated working in a field that's dominated by men," she says. "However, I love breaking the stereotypes and society's image of women. Furthermore, the USPS is very supportive regardless of gender and helps every employee grow and advance their career if they want to."

Like the US, the UK also has a strong history of women employed by the post. In fact, the postal service in the UK is considered to be a pioneer of women's employment in the country, with large numbers of females

“When more women are in decision-making positions, more inclusive decisions are made.”

employed by the General Post Office since 1870. Moya Greene became the first female CEO of Royal Mail in 2010 and went on to transform the business.

Although both Greene and Brennan are no longer in their positions, they both played a key role in two of the world’s leading and trusted organizations. Today other females have joined their ranks and taken up leading positions within the world’s posts, such as Asta Sungailienė, CEO of Lithuanian Post, Nomkhita Mona, CEO of the South African Post Office, Herna Verhagen, CEO of PostNL, and Kristi Unt, Board Member at Omniva.

The industry has come a long way over the years to gain better gender equality.

Posts in other areas of the world are also working hard to improve gender equality. Singapore Post, for example, only opened the position of postal worker to females in 1974, but today the operator has a big focus on gender diversity and four out of the nine directors on its board are females. Emirates Post Group (EPG) meanwhile prides itself on being one of the leading employers of females in the UAE. In Q1 2021, the percentage of female employees was 35 per cent, and according to the post, this number is growing.

### Women in the UPU

Louise Razafy, Human Resources Programme Manager at the UPU, says that the international bureau works hard to raise stakeholders’ awareness of gender issues. The UPU itself makes every effort to ensure gender equality in its staff and reports on gender issues to the Council of



Administration every year. “Recently, the UPU discussed the need for the use of more gender-sensitive language and a proposal was made for the next Congress for the development of a gender equality policy for the period 2021-2024,” she explains.

As a result of a recent effort to bring more female staff on board, currently 46 per cent of core UPU employees are women, although Razafy believes that more could be done to ensure gender equality at all levels. “The number of female staff is still inversely proportional to their grade,” she says. “Indeed, women represent 68 per cent of staff belonging to the general service category against only 25 per cent for staff belonging to the professional and higher categories.”

Razafy notes, however, that more is being done by the UPU recruitment team to attract more female candidates to the UPU by “automatically adding encouragement for qualified women to apply and by expanding the reach of vacancy announcements through the use of social media.” The international bureau will also continue to advocate and raise colleagues’ awareness of the need to reach gender equality by 2030.

“The UPU is a very friendly organization for women to work for,” Razafy continues. “First, there is no wage gap between men and women. Second, the organization offers a

The UPU itself makes every effort to ensure gender equality in its staff and reports on gender issues to the Council of Administration.

range of benefit entitlements that are very advantageous for women with families, such as family leave, flexible working hours, and corporate insurance for dependents. Finally, the UPU has the advantage of being located in Switzerland – one of the countries with the highest quality of life in the world.”

### Workers have their say

Kristi Unt, Board Member at Omniva, believes that although her experience as a female in the postal sector has been a very positive one, more should be done to encourage gender equality in the industry. “The more we talk about women in our field, the better,” she says. “We also need strong role models in the field so that women feel more encouraged to join the logistics sector.”



First, there is no wage gap between men and women. Second, the organization offers a range of benefit entitlements that are very advantageous for women.

Although Unt has only been with Omniva and in the postal sector in general for a little more than two years, she already feels at home in the industry. "Women are very well respected and valued at Omniva," she says. "We have many women in leading positions and carrying big responsibilities in the logistics field. Omniva has created a very supportive and productive work environment regardless of one's gender."

In a bid to encourage more women to join the postal industry, she adds, "There is no reason to be afraid of the logistics sector. Many people still have stereotypes that logistics is a dry, conservative and male-dominated sector, but these stereotypes are just not true. Logistics is a very volatile and exciting field where multi-tasking abilities, which females are so good at, are well sought after."

In Singapore, Seah Chwee Hong who works as a postal officer for SingPost, was one of



"I am a strong believer that any person, regardless of their gender, can excel in this industry and achieve great things."

the first female postal workers to join the organization in 1974. Like Unt, she has not faced any problems as a woman working in postal operations. "SingPost has provided me every opportunity to succeed, and now, the jobs done by men are all available for women as well," she notes.

When Hong first joined the industry in 1974, she worked as a mail conveyancing driver and has since transferred to mail processing. "In the past, women were given lighter duties, for example they would deliver mail to addresses that were nearer to the delivery bases, while our male colleagues would lug mail meant for addresses that were further away on their bicycles for delivery," she explains. "Now, postmen and postwomen share the load equally, with technology making our job easier. More and more women have also joined the postal service over the years."

According to Hong, the postal sector offers women many opportunities to "make their own contributions to the industry," she says. "I love driving, so the sense of freedom I got while on my rounds is something I treasure very much. In the course of my work, I was also able to witness first-hand the remarkable story of Singapore's urban development," she adds.

Shamma Hadid Alali, Customer Happiness Employee at EPG's Dubai Central Customer Happiness Center in Karama, agrees that the postal industry offers great career opportunities for women. "EPG is a great company to work for, as there is always room for growth and career progression," she explains. "The working environment prioritizes diversity, inclusion, and tolerance, which encourages me to be myself, to appreciate my colleagues, and be grateful for their friendship."

In Lithuania, the postal operator has a similar number of women and men working in managerial positions and its Code of Ethics emphasizes the importance of equal pay and equal opportunities. "In general, the postal industry is quite a male dominant sector," explains Asta Sungailienė, CEO of Lithuanian Post. "However, I haven't faced any specific gender-related challenges or opportunities. I am a strong believer that any person, regardless of their gender, can excel in this industry and achieve great things." **HN**

"I love driving, so the sense of freedom I got while on my rounds is something I treasure very much."



# Polish Post aims to lock up parcel business

Polish Post (“Poczta Polska”) will add 2,000 new parcel machines by the end of 2022, part of a larger effort to raise the number of collection points from 14,700 to 20,000 locations in just two years.

**TEXT:** Tara Giroud



"Last year was a time of growing popularity of e-commerce," Siwek said. "Along with the development of this sales channel, the expectations of consumers as to the quality and timely delivery of parcels increased."

Self-service parcel machines will be located in convenient places, such as near residential buildings and public utilities. They will be available for collecting and sending packages 24 hours a day.

Because the parcel machines are modular, they can be configured based on the needs of any given location, and easily extended with additional columns of lockers.

Customers using the machines can ship packages with or without a printed label. The courier then picks up the parcel. It is later delivered either to another parcel machine or directly to the recipient.

If the recipient collects the parcel from a postal machine, they will be sent a code. Once at the location, the recipient can either enter their code directly into the machine or scan a QR code to retrieve the package.

To achieve the post's goal of 2,000 postal machines by the end of next year, the post must be tuned in to the customer's needs, Siwek said.

"We must increase our efforts to deliver the project's products, and finally parcel machines, of the highest quality, meeting the needs of stakeholders and the broadly understood market expectations," she said, adding that it is imperative to understand customer needs in order to develop business processes and define the functional requirements of IT systems for handling parcels in the machines.

"Technology and customer expectations cause dynamic changes in the market," Siwek said. "These changes concern the

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**To achieve the post's goal of 2,000 postal machines by the end of next year, the post must be tuned in to the customer's needs.**

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technologies used, which has an impact on the processes that must be adapted to these needs on an ongoing basis."

Siwek also noted that the efforts of the post go beyond the parcel machines in its efforts to meet market requirements. The post is developing a new service in parcels which will replace the current courier services.

"Therefore, we must take a number of measures to ensure that our new products are delivered to customers on time, both parcels and parcel machines," Siwek said. **TG**

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**The post is developing a new service in parcels which will replace the current courier services.**

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"Poczta Polska must adapt to the changes taking place in our economic and social environment," said Justyna Siwek, Poczta Polska's press spokeswoman. "Technological progress, the growing role of digital solutions and changes in the preferences of our customers are factors that force business transformation."

Poczta Polska allocated 3.4 per cent of its revenues to investments in this area in 2020, Siwek said, with a goal of reaching at least 5.8 per cent of revenues in the next few years. She said the post is committed to intensive development of an ecological, convenient and safe method of sending and receiving parcels.





# GREENING THE BLUE REPORT 2020

The UN System's Environmental Footprint  
and Efforts to Reduce it



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**REPORT 2020**



# Janet Selwood, Chief Transformation Officer, New Zealand Post



**TEXT:** Helen Norman

Janet Selwood has been working for New Zealand Post (NZ Post) for the past eight years. She joined the organization in 2013 as Executive Advisor to the then Chief Executive, and then moved into the role of Executive General Manager of Channels in 2017. Since August 2020, she has worked as Chief Transformation Officer.

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**We have a strong value-based culture—something which is very important for me.**

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Speaking about some of her fondest memories to date, she says, “My highlight is the people I have met along the way. There is a real passion for delivering what people care about, which is NZ Post’s key purpose, in terms of customers, partners and for each other. We have a strong value-based culture—something which is very important for me and I’ve worked with some very talented people who I’ve learned a lot from.”

Selwood’s current work period at NZ Post represents the second time that she has worked for the postal operator. She last worked for the company in the late 1990s before moving on to spend 14 years in the telecommunications industry. “When I worked for NZ Post the first time around, there were very few women in leadership roles, particularly in operational areas,” she explains. “This had quite a bearing on the culture of the organization; however, I was fortunate to have had strong support from several male leaders who encouraged me and my career development. We still don’t have well-balanced representation in senior roles, but it’s getting better and there’s a genuine commitment to address this.”

NZ Post’s commitment is evident in the number of initiatives it has underway to address gender equality. The post is a member of Champions of Change, which is a group of NZ leaders working together to promote diversity in leadership. “We also run a mentoring program for women, called Le Faufautua – I am a sponsor for this,” explains Selwood. “And we enroll six women each year to attend the Activate Leadership

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**She believes the sector in general is extremely receptive to women and welcoming of diversity in the workforce**

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Programme via Global Women and operate a women’s network support group.”

According to Selwood, although there have been some pockets of resistance during her career to date; she believes the sector in general is extremely receptive to women and welcoming of diversity in the workforce. “More still needs to be done to encourage gender equality, however, particularly in operational roles,” she says. “Overall NZ Post has a workforce comprised of more women than men, however women are under-represented in leadership and senior roles. The more we can do to encourage diversity – not just gender diversity – the better our organizations will be.” **HN**



# Posts are helping the world beat the pandemic

Posts are doing all they can to help the world end the pandemic, including playing vital roles in vaccine logistics and assisting their populations with accessing the sought-after doses. By doing so, they are saving lives and enabling countries to slowly, and cautiously, emerge from more than a year of strict economic and social lockdown.

**TEXT:** Tara Giroud

## In Argentina

As with many posts, Correo Argentino became an essential service during the pandemic. The post has been an integral part of the country's vaccine program with Correo Argentino providing vaccine delivery logistics.

Marcela Maron, Director of Postal Regulation, Public Innovation, Head of the Cabinet of Ministers, said Correo Argentino became the main actor of the vaccine operation in partnership with private operators in the country, "showing signs of a healthy public-private integration team."

During 2020, Correo Argentino trained its staff and adapted its equipment and locations for the proper handling of vaccines, which required specific handling and refrigeration conditions.

In Tortuguitas, an industrial area of the province of Buenos Aires, one of Correo Argentino's most important logistics warehouses was repurposed to include all of the necessary equipment for the proper handling of vaccines. This transition was accomplished with authorization from the National Administration of Drugs, Foods and Medical Devices and the Ministry of Health.

## Correo Argentino became the main actor of the vaccine operation in partnership with private operators in the country

The warehouse was fitted with a state-of-the-art cooling chamber, which was equipped with a temperature-controlled system that is able to maintain vaccines at a temperature of minus 25 degrees Celsius (minus 13 Fahrenheit).

Within this chamber, the workers carry out the fractionation and conditioning of the vaccines, which are then distributed to the different vaccination points, Maron said.

Dry ice is used to maintain the safety and conditions of the vaccines being transported. A DataLogger device is placed inside the vaccine containers to record the temperature history throughout transit to the final destination. After this preparation, the vaccine containers are loaded into the specialized refrigerated transport units and dispatched to their destinations.

## Correo Argentino has delivered more than 4 million doses of COVID-19 vaccines to the country's 24 provinces.



Correo Argentino has delivered more than 4 million doses of COVID-19 vaccines to the country's 24 provinces.

While Correo Argentino has been involved in the distribution of other vaccines, Maron said, the magnitude of the COVID-19 pandemic made it necessary for the post to adjust its processes and levels of follow-up in order to meet the higher demands of the pandemic.

She was proud to see the postal sector in action with the commitment that this grave and urgent situation placed upon it, she said.

### In Switzerland

As COVID-19 vaccines were in development, the Swiss Post knew its last-mile delivery services would play a vital role in vaccine delivery.

The post has years of experience in the distribution of sensitive medical supplies, including flu vaccines, particularly with regard to the post's specially designed passive temperature-controlled shipping box called ThermoCare.

"The distribution of vaccines is now a part of day-to-day business for Swiss Post," said Daniel Vögeli, Head of Industry Solutions and Chief Commercial Officer for Swiss Post.

COVID-19 vaccines were available earlier than expected, and they came with specific logistics requirements regarding temperature, storage and distribution. To manage the new demands, Swiss Post increased its capacities in terms of personnel,

## Swiss Post developed solutions for implementation that met their individual needs

infrastructure and processing which would allow the post to react quickly to the vaccine launch, Vögeli said.

"Our core message was: We have a high-quality product, ThermoCare, that customers have relied on for years," Vögeli said. "We are here to support our customers with this challenge. We specifically initiated the conversations with the cantons and players and took on an advisory role."

Together with each of the cantons, Swiss Post developed solutions for implementation that met their individual needs, he said.

The ThermoCare product was developed to provide a last-mile solution for shipments that required maintaining specific temperatures throughout transit. The boxes are compliant with the Good Distribution Practice of Medicinal Products for Human Use guidelines (GDP) and certified for the duration of 25 hours for shipment.

The boxes are available in two temperature ranges, each with their own capacity. The ambient temperature box is maintained at 15 to 25 degrees Celsius (59 to 77 degrees Fahrenheit) with a capacity of 20 liters. The cold temperature box maintains a



temperature of 2 to 8 degrees Celsius (35.6 to 46.4 degrees Fahrenheit) with a capacity of 17.5 liters. Covid-19 vaccines require shipment with the cold ThermoCare boxes.

When a customer orders a ThermoCare box from Swiss Post, it is delivered within a day at the required temperature allowing it to be filled upon receipt. The customer then stores the box at the required temperature until it is packed with vaccines and ready for pickup. The ThermoCare box is picked up along with all other outgoing parcels from the customer and is, from then on, processed as a common parcel, with last mile completed using a standard Swiss Post delivery vehicle.

“With a minimal investment, the solution can be built on existing logistics structures and distributed throughout the country,” Vögeli said. “The physics and technology behind it are simple to understand and implement.”

By taking part in the delivery of vaccines, Swiss Post has been able to fulfill its mission to ensure a basic supply to the Swiss population, he said, a mandate that must be upheld, even in times of crisis.

It also illustrates the post’s expanded business capabilities beyond its parcel and letter business.

“In the future, we will strengthen this position within Swiss Post in the dedicated health department and develop new services,” Vögeli said.

## All around the world

### Hong Kong

Residents of Hong Kong are able to go to any post office location, with the exception of its mobile offices, to receive help booking appointments for the “COVID-19 Vaccination Programme.”

In February, the program was open to residents who were at least 60 years old. In May, the program was opened to those who were at least 16 years old. To accomplish this, residents only needed to bring with them a valid Hong Kong identification card and a mobile phone number.




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**By taking part in the delivery of vaccines, Swiss Post has been able to fulfill its mission to ensure a basic supply to the Swiss population.**

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### Italy

Poste Italiane, in May, launched a new digital platform to allow citizens in participating regions to book COVID-19 vaccine appointments.

Seven of its 20 regions have signed on to participate so far. The platform allows residents to book appointments online, through a call center, at ATMs with their health card, and even with a postal carrier.

Additionally, the post participates in vaccine delivery through its subsidiary, Sda Express Courier. This is in support of the COVID-19 vaccine distribution being carried out by the Italian army.

It also distributes quick diagnostic tests, needles and syringes, and personal protective equipment.

### Uruguay

Similar to Swiss Post, Correo Uruguayo utilizes thermal boxes to transport COVID-19 vaccines. The thermal boxes are designed to maintain cold temperatures and provide a safe environment for vaccine delivery.

The process begins at va-Q-tec facilities where the thermal boxes are loaded into Correo Uruguayo vans and delivered to a cargo terminal. The Uruguayan Air Force then transports them to the interior of the country.

Additionally, in order to ensure the timely processing of all vaccines, Correo Uruguayo returns the thermal boxes on a daily basis from various parts of the country to the va-Q-tec facilities, to be reconditioned and subsequently forwarded to vaccination centers.

### Lithuania

The Kaunas Central Post Office, a treasured landmark in Kaunas, Lithuania, features in Kaunas’ 10 most important steps taken to prepare for its vaccination program. The building, which was built between 1930 and 1932, has been slated as a reserve site for vaccinations.



The city's main vaccination center, the largest in Lithuania, is in the Ice Palace winter sports complex, which is expected to handle up to 10,000 residents every day. Should the Ice Palace reach its capacity, the post office will be used. The Palace is expected to be able to handle 1,500 people per day.

## The UPU facility, Post4Health, is the vehicle that will channel that effort

### At the UPU

There is an effort underway within the UPU to help posts, where feasible, take part in vaccine-rollout campaigns. The UPU facility, Post4Health, is the vehicle that will channel that effort, which benefits from seed funding from France and Japan.

In that context, a partnership between the UPU and the WHO, while still in development, would feature two pillars: vaccine information and vaccine logistics, said Olivier Boussard, a coordinator of resource mobilization and stakeholder engagement in the UPU's Directorate of Policy, Regulation and Markets.

The partnership is expected to blend the UPU's expansive delivery network with the WHO's expertise in public health. Boussard said the WHO has a team dedicated to logistics and cold chain management designed to help countries establish the correct ecosystem for vaccine delivery. With that partnership, the UPU would benefit from WHO's expertise and support, including advice on which equipment and processes the posts could use, Boussard said. **TG**

A partnership between the UPU and the WHO, while still in development, would feature two pillars: vaccine information and vaccine logistics.



# Partnership is at the heart of Postal Corporation of Kenya's growth

In mid-May Postal Corporation of Kenya (Posta Kenya) began a new strategic partnership with African ICT company Taz Technologies. The partnership was one of the most significant developments to be undertaken by the Kenyan postal service in recent history, according to Patrick Omulo, General Manager of Courier Services at Posta Kenya.

**TEXT:** Helen Norman

In mid-May Postal Corporation of Kenya (Posta Kenya) began a new strategic partnership with African ICT company Taz Technologies. The partnership was one of the most significant developments to be undertaken by the Kenyan postal service in recent history, according to Patrick Omulo, General Manager of Courier Services at Posta Kenya.

The partnership sees the two companies working together to ensure postal items, such as mail and parcels at the post office, are delivered to customers' doorsteps. Posta

Kenya is now integrated into the Taz delivery system, which is called 'Tap-A-Delivery' and is a real-time e-commerce courier service app. Alongside Posta Kenya, it works with the likes of Uber and other logistics and taxi companies to carry out last mile delivery across the country.

"The e-commerce market is growing fast in Kenya," says Omulo. "We are seeing high demand for delivery to homes, which has been accelerated further by the Covid-19 pandemic. To meet this demand and align with the market Posta Kenya decided to

embark on this partnership, which means we can now provide an efficient door-delivery service to the people of Kenya."

According to Posta Kenya, the partnership was borne out of a past collaboration with Taz, which resulted in the launch of the MPost platform – a technology that enables any mobile phone user to transform their smartphone into a mobile post office and access postal services. In addition to enabling users to send and receive mail, the platform allows customers to pay for goods and to send and receive money via e-banking services using the M-Pesa mobile money service.

Following the launch of MPost, Taz saw an increasing number of customers requesting last-mile home delivery and as a result launched Tap-A-Delivery. Under the new partnership, Posta Kenya customers will now be able to use the app to schedule deliveries, plan for recurring deliveries and arrange mail pickup for delivery. "The partnership has only been up and running for a few months, but it has already been very successful, and we are seeing a lot of customers enjoying the service," adds Omulo.






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## “The e-commerce market is growing fast in Kenya”

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### The perfect partners

Although Posta Kenya has its own delivery network, prior to the Taz partnership it only carried out last-mile home delivery for customers using its Expedited Mail Service. Other mail had to be collected from post offices by customers. To be able to offer its own national doorstep delivery service, the postal operator would have needed to make huge investments in infrastructure.

“We would also need more vehicles and staff to handle these volumes and before any of this could become operational we would need to go through all the government’s bureaucratic processes,” explains Omulo. “It would’ve taken years to achieve what we have already achieved through our partnership with Taz. Forming such partnerships means we are able to scale services quickly and efficiently to meet the needs of our customers.”

Following the partnership with Taz, Posta Kenya has now teamed up with Taxiye for last mile delivery to rural areas. “Tap-A-Delivery operates mainly within the major cities in Kenya, so we also needed a partner to carry out last mile delivery further afield,” explains Omulo. “Taxiye has a wider network so can fulfil this purpose. Our aim is to serve each and every person from the post office.”

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## “We are seeing a lot of customers enjoying the service”

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According to Omulo, the partnerships will also help Posta Kenya deliver its mandate of providing key Government of Kenya services. “One arrangement that we have with the government is to ensure that all passports in Kenya are delivered to the door – instead of requiring customers to pick them up from their local collection office,” he explains. “This service represents huge numbers of passports to be delivered so the partnerships have helped us increase capacity to support this.

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## “We also needed a partner to carry out last mile delivery further afield”

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“We also carry out similar services for driving licenses and vehicle log-books, among other things,” Omulo continues. “For passports, for example, customers register and provide their biometric information with immigration, but after that the entire service is handled by Posta Kenya. Once the passport is ready to be delivered, we connect with last mile delivery providers, such as Taxiye and Tap-A-Delivery, to deliver them to doors.”

### A healthy future

Posta Kenya also plays a key role in supporting the health sector to help with the provision of universal health services throughout the country. The postal operator has a partnership with, for example, state corporation Kenya Medical Supplies Authority (KEMSA), which has a mandate to procure, warehouse and distribute drugs and medical supplies to health institutions.






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**“This service represents huge numbers of passports to be delivered so the partnerships have helped us increase capacity to support this.”**

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As part of this partnership Posta Kenya supports KEMSA to deliver medicines to hospitals around the world and has helped with the distribution of Covid-19 supplies and vaccines.

“We also have a partnership with the Kenya National Blood Transfusion Service (KNBTS), which has a mandate to collect, test, process and distribute blood and blood products to all transfusing hospitals in Kenya,” explains Omulo. “Posta Kenya helps efficiently distribute blood between hospitals and institutions.”

Posta Kenya plans to continue with its partnership approach to support growth and to meet the needs of its customers and the government. It also plans to build more support for the e-commerce sector. “We already work closely with the leading e-commerce platform in Kenya – Jumia,” says Omulo. “Jumia has been able to tap more customers through this partnership by bringing services closer to them through Posta Kenya’s vast network of post offices countrywide, and also to homes through the Taz and Taxiye partnerships. We are now looking to partner with international e-commerce players, such as AliExpress, and we are in discussions with other regional postal organizations in Africa so together we can improve the movement of goods throughout the continent.”

Posta Kenya also provides payment services through both domestic and international payment and money transfer solutions. Currently, the process can be done either manually at a post office or via an online application, which has been developed alongside the Universal Postal Union’s Postal

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**Posta Kenya supports KEMSA to deliver medicines to hospitals around the world and has helped with the distribution of Covid-19 supplies and vaccines.**

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Technology Centre. “We are now looking to come up with a solution to better support Kenyan’s in this area by offering a mobile phone payment service,” adds Omulo. “We hope that this service will be up and running in the next few months.” **HN**



# Shamma Hadid Alali, Customer Happiness Employee, Emirates Post Group



**TEXT:** Helen Norman

According to Shamma Hadid Alali, Emirates Post Group (EPG) is an excellent company to work for as it encourages growth and career progression – regardless of gender. “My experience of being a female in the postal sector has been great,” she says. “In today’s digital society, which merits a person based on their individual skills, experience, and talent, we are witnessing increasing career opportunities for women across all industries. At EPG, they are offering us women the tools to enhance our professional and personal skills, encouraging us to take on new opportunities, training, and responsibilities.”

**We are witnessing increasing career opportunities for women across all industries.**

Alali prides herself on improving her customer service skills on a daily basis, by carefully listening to the customer and

understanding their needs. “The best thing about my job is that I get to see people’s faces light up after providing my services,” she says. “At the Customer Happiness Center, I help customers with their shipping needs, and I meet people from all different backgrounds, which enables me to learn and develop my skills further.”

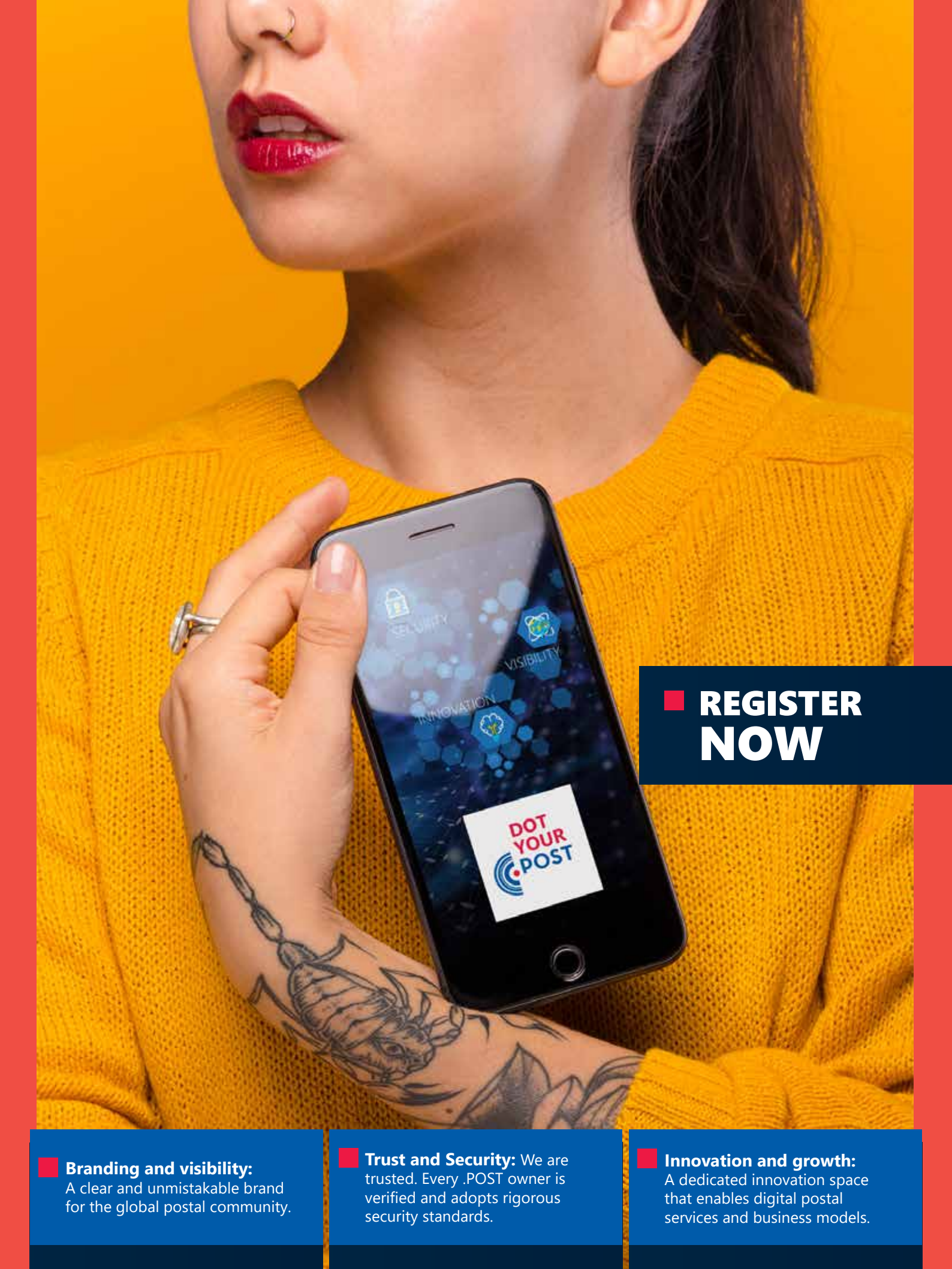
**“I get to see people’s faces light up after providing my services.”**

The postal service has changed over the years in terms of gender equality, according to Alali. “I have personally seen my colleagues become more willing to teach me ways to improve my skills. I have also witnessed how customers have warmed to being assisted by a woman. The industry in general is becoming more open and appreciative of what women can contribute for its betterment,” she explains.

Alali still finds some situations difficult, such as expressing opinions and making suggestions, but she believes this is mainly to do with level of expertise rather than gender. “My colleagues do not measure the quality of my service based on my gender, which is very important to me,” she says. “EPG is a company that celebrates women for who we are and in what we can accomplish.”

Looking at why more women should join the postal sector, Alali concludes, “The postal industry is undergoing a wide-scale transformation in terms of digitalization, but it is also transforming from a male-dominated sector into one that promotes women into leading management positions. This provides an array of unique opportunities for us.” **HN**

**“My colleagues do not measure the quality of my service based on my gender.”**



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# Asta Sungailienė, CEO, Lithuanian Post

TEXT: Helen Norman



Before joining Lithuanian Post as CEO in 2018, Asta Sungailienė spent most of her career in the financial industry. She has worked in many areas of the banking sector, including corporate, private and investment, and has more than 20 years of experience in management positions.

“There are a number of reasons why I decided to join the postal sector,” she says. “First, it has a wide coverage and is very important at the national level. Second, I like the challenges and opportunities available. The main reason, however, was my desire to make the changes that Lithuanian Post really needed.”

Sungailienė had a clear vision for the post, which involved improving operations and hiring the right skills and knowledge to implement them. To date, one of her proudest achievements has been the implementation of the Mobile Postman Service, which sees postal workers in rural areas equipped with modern technology enabling them to perform all the functions of a post office. “I am particularly happy about this project because it increased

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**“I am particularly happy about this project because it increased service quality for our customers, improved working conditions for our employees.”**

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service quality for our customers, improved working conditions for our employees and at the end, even the biggest sceptics agreed that this was a positive change,” she explains.

Sungailienė believes that the postal sector remains a male dominant industry and therefore more still needs to be done to encourage gender equality. “One memory which illustrates this male dominance is from a postal conference where the organizers wanted to take a group picture of all the CEOs,” she explains. “As I was walking towards my fellow CEOs one of the coordinators told me that only CEOs should be present, and he was quite surprised to

find out that I was in fact the CEO of Lithuanian Post. If I remember correctly, there were only two women among many men in that picture.

“I am happy to see that there are now more and more women leaders in the postal sector and that the UPU is raising the topic of gender equality at a global level. From my experience in this sector, I am certain that both men and women can lead equally well. I have noticed, however, that women tend to be more modest and underestimate their abilities. Women should believe in themselves – if you can achieve something great in one sector, then you can achieve in any other sector,” Sungailienė adds. **HN**

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**Women should believe in themselves – if you can achieve something great in one sector, then you can achieve in any other.**

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# New partnership helps drive SAPO's commitment to e-commerce customers

**TEXT:** Tara Giroud

South Africa Post Office (SAPO) has created a new partnership with a United States-based online marketplace, Wish, to provide a faster, high-quality service to customers ordering products from the eCommerce site.

"The project ensures that SAPO remains relevant, active in the eCommerce space, and that our revenue increases," said Sekano Kgalenyane, the head of Logistics for SAPO. "It also makes us more top-of-mind to the customer."

SAPO approached Wish with the proposal to collaborate, Kgalenyane said, and negotiations led to the practical proposal that would provide good service levels.

The partnership with Wish was effective on May 9, 2021. It is the first partner of this nature for SAPO, Kgalenyane said, but its progress paves the way for other similar partnerships.

Key features of the Wish-SAPO collaboration, according to a press release, include an average of approximately 50 per cent faster transit times; end-to-end tracking visibility and delivery confirmation; bundled shipments for multiple items; and SMS and physical notifications when deliveries are ready for collection.

The collaboration has led to simpler and faster import, processing and customs clearance procedure for Wish.com items. This is because the items receive a South African tracking number at the point of posting, which facilitates tracking in the country.

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**Negotiations led to the practical proposal that would provide good service levels.**

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When the acceptance scan at a branch is done, the customer automatically receives a message alerting him or her that the parcel is ready for collection.

"Wish.com has access to the entire process and can see exactly what the progress with processing each parcel is," Kgalenyane said. "It keeps us on our toes!"

The evidence of the partnership's success was highlighted in an article on the South African website [BusinessTech.co.za](http://BusinessTech.co.za) shortly after the SAPO-Wish collaboration launched.

The article discussed the website's recent test of three online shopping sites and their delivery experience.

The testers placed an order from Wish on May 10 and received a delivery estimate of the end of August.

"The biggest surprise comes from Wish," the article states. "Despite this long wait time, Wish sent an email notifying that the parcel had been delivered at the local post office on 26 May – just two weeks after it was initially ordered. ... The impressive delivery from Wish is likely the result of a new deal that has been struck between Wish and the South African Post Office."

Kgalenyane said customers have already noticed vastly improved delivery timelines and it has been a great morale booster for SAPO employees, as well.

"eCommerce is the future for postal services," Kgalenyane said. "It's great to be part of the worldwide wave of new business. Wish.com has been remarkably understanding and easy to work with. We are very thankful for the opportunity to bring items from all over the world to South Africans, even those in remote rural areas."

Customers have already noticed vastly improved delivery timelines and it has been a great morale booster for SAPO employees.



## EUROPE

## France

**LA POSTE** has recently joined forces with the French retail giant Carrefour to increase the convenience of citizens' daily life by combining all deliveries – food and non-food – at one pickup point. A new chain of pickup drives that can be used both for grocery orders and for sending and receiving parcels will be established throughout the major urban areas. The drives – the first of which was open in Paris in May – are a reply to the growing demand towards more digitalization and practicality of services.

## UK

**ROYAL MAIL** has announced that the Bristol Delivery Office had become the first in the country to have an entirely electric last-mile fleet of collection and delivery vehicles. This development supports the Royal Mail's commitment to reducing its environmental impact as well as Bristol's Clean Air Zone project. Apart from reduced emissions, Bristol's 23 electric vans offer a larger capacity and require less maintenance efforts, which is intended to cater for an increased volume of parcels and to increase the reliability of deliveries.

## Georgia

**GEORGIAN POST** is stepping up the national pandemic response not only by adjusting its own operations, but also by supporting the major humanitarian actors, like Red Cross, through the distribution of information leaflets and personal protective equipment. Over 200,000 citizens considered at risk have already received medicines and tests directly at their homes through the Post's special medicine delivery project. Regardless of remaining restrictions, the Post has been able to maintain almost 95 per cent of its general traffic.

## Germany

To support humanitarian response in the field, **DEUTSCHE POST DHL GROUP** has started seconding experts to the UNICEF's Supply Division in Copenhagen and a regional Supply Hub in Dubai. UNICEF, which is the leading COVAX Facility partner, will benefit from the Deutsche Post DHL Group's longstanding expertise in Life Science & Healthcare Logistics to advance equitable access to lifesaving COVID-19 vaccines for all countries. Already an important player in the storage and distribution of vaccines, the Group now aims to increase its contribution to the fight against the pandemic.

## Sweden

**POSTNORD** is making significant investments in the expansion of its network of parcel boxes in four Nordic countries – Denmark, Finland, Norway and Sweden. Parcel boxes, which have proven to be a highly convenient way of receiving parcels and mail during the pandemic, are currently gaining more and more popularity in the North. Responding to this increased demand, PostNord aims to have at least 12,500 parcel boxes installed in both urban and rural areas across the Nordic region before the end of 2022.

## Switzerland

**SWISSPOST** has come up with a new technology to deliver postal services to remote villages where maintaining a post office is not economically sustainable. One hundred thousand SmartButtons – specific devices that do not require a smartphone, laptop or even a SIM-card to be used – will enable customers to order on-demand postal services by simply scanning a code. Easy to use and understand, the technology is expected to transform the way postal services are delivered by simplifying access for all population groups.

## Turkey

**TURKISH POST (PTT)** has expanded its partnership with Qatar Post to facilitate e-export of Turkish goods to 47 countries across Europe and the Americas. The initiative is implemented through Turkish Souq – an e-commerce platform launched in 2018 to improve access to the Qatari market for Turkish producers. As part of this growing economic cooperation, the two operators anticipate future growth of the platform's geographical coverage to enable Turkish products to reach the majority of destinations worldwide.

## AFRICA

## Côte d'Ivoire

Preparing to host the next Universal Postal Congress in August, **LA POSTE CÔTE D'IVOIRE**, in collaboration with its Ministry of Digital Economy, Telecommunications and Innovation and the UPU, has showcased how a West African postal office of the future looks like. The new postal facility equipped with the latest technologies is meant to make the national postal network more inclusive and efficient. It was inaugurated in May during the visit of the UPU Deputy Director General Pascal Clivaz. The office will also be used as a symbol of the growing capacity of African postal operators.

## Rwanda

**THE NATIONAL POST OFFICE OF RWANDA (IPOSITA)** will introduce grid codes to simplify deliveries in peri-urban and rural areas where house or street numbering systems have not been established yet, and online maps like Google do not work because of a weak connection. Codes for each building will be generated through a smartphone app developed by a Nigerian provider Akutari Limited. To prepare for a nation-wide rollout of this new codified addressing system, Iposita will deliver comprehensive training for its drivers and staff as well as conduct an awareness-raising campaign for the population.



## South Africa

**SOUTH AFRICA POST OFFICE** has teamed up with an e-commerce platform Mail Americas to ensure faster, cheaper and easier shopping experience for customers, especially in rural areas. As part of the new agreement, the Office will take care of the distribution of items ordered through the platform in South Africa and the subcontinent. This new collaboration is one in a series of efforts aiming to simplify and boost online shopping and e-commerce in South Africa, with the previous big step in this direction being another agreement with the American online shopping giant Wish.

## AMERICAS

### Paraguay

Amid the ongoing pandemic, the **PARAGUAYAN POST OFFICE** works closely with the responsible government agencies to support the uninterrupted and safe delivery of cards to the beneficiaries of the state Food Pension Programme for the Elderly. The cards, issued by the National Development Bank (BNF), are an important tool of monetary assistance for people over 65 years old, who live under the poverty line. To ensure that the health of at-risk citizens is not endangered, the Paraguayan Post collaborates with the Ministry of Public Health and Social Welfare while organising the card distribution.

## United States of America

**THE UNITED STATES POSTAL SERVICE (USPS)** has revealed its 10-year plan 'Delivering for America'—a comprehensive strategy aimed at catalysing growth, excellence and financial sustainability. The plan will enable the operator to embark on a series of operational, technological and legislative changes; this includes measures related to environmental sustainability, improved cash flows, technological innovations, revised pricing as well as reliability, accessibility and quality of services. A product of a rigorous and inclusive consultative process, the new strategy is intended to help USPS fully deliver on its mission of "binding the nation together".

## ASIA AND PACIFIC

### Australia

**AUSTRALIA POST** dedicates its 2021 Community Grants Program to supporting regional and local initiatives that address mental health and well-being needs of citizens. Grants of up to USD 10,000 will be allocated to eligible non-profit organisations whose focus is to build and maintain meaningful connections, especially during the second year of the pandemic. Recognising the extent to which COVID-19 has highlighted the importance of mental health, through its Grants Programme, Australia Post is taking the traditionally connecting role of the post to a new level to meet present demands.

**All items by Ekaterina Sitnikova**

## New Zealand

**NZ POST** will use lower emissions strategies and the purchase of carbon credits to make the delivery of all person-to-person letters and packages carbon neutral in 2021. This approach will cover all delivery stages and will contribute to the Post's strategy of zero carbon imprint by 2030. The measure, which is alone expected to offset about 17,000 tonnes of carbon over one year, is being complemented by other steps like electrifying over half of the Post's fleet and using lower emissions packaging material.

## Vanuatu

Vanuatu Post has successfully digitalized its cross-border e-commerce and customs clearance making it the first Pacific island nation to move its customs and biosecurity processes online. As the use of electronic advance data (EAD) is emerging as a requirement for the international transfer of postal items, improving the digital capacity of postal operators in LDCs and SIDS is essential for smooth and uninterrupted operations. Vanuatu – one of the 22 nations to receive such support from UNCTAD and the UPU—is paving the way towards a more advanced postal interface in the Pacific region.

## MIDDLE EAST

### UAE

**EMIRATES POST** has inaugurated its second largest parcel handling facility in EZDubai—a dedicated e-commerce free zone. Expected to process over one quarter of the total parcel and express volume of the Post, the facility will cater for both first- and last-mile deliveries and will eventually increase the speed, convenience and flexibility of postal and e-commerce services. It will offer a high quality customer experience. The opening of the new facility also reflects the Post's commitment to the greater digitalization and automation of postal operations.



# UNION POSTALE

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Union Postale is the Universal Postal Union's flagship magazine, founded in 1875. Each issue is published quarterly in several languages, giving advertisers a regular opportunity to reach out to their audience.

Some 12,000 copies of Union Postale are sent to named distribution lists annually. The bulk of these readers are the top decision-makers from national Posts and ministries from the UPU's 192 member countries. They include chief executives, operations managers, technical experts, industry regulators and government ministers.

Around 1,000 further copies of the magazine are also distributed each year during meetings of the UPU's decision-making bodies, the Postal Operations Council and Council of Administration, attended by thousands of delegates from member countries and special industry events, such as Post-Expo.

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### UNION POSTALE magazine

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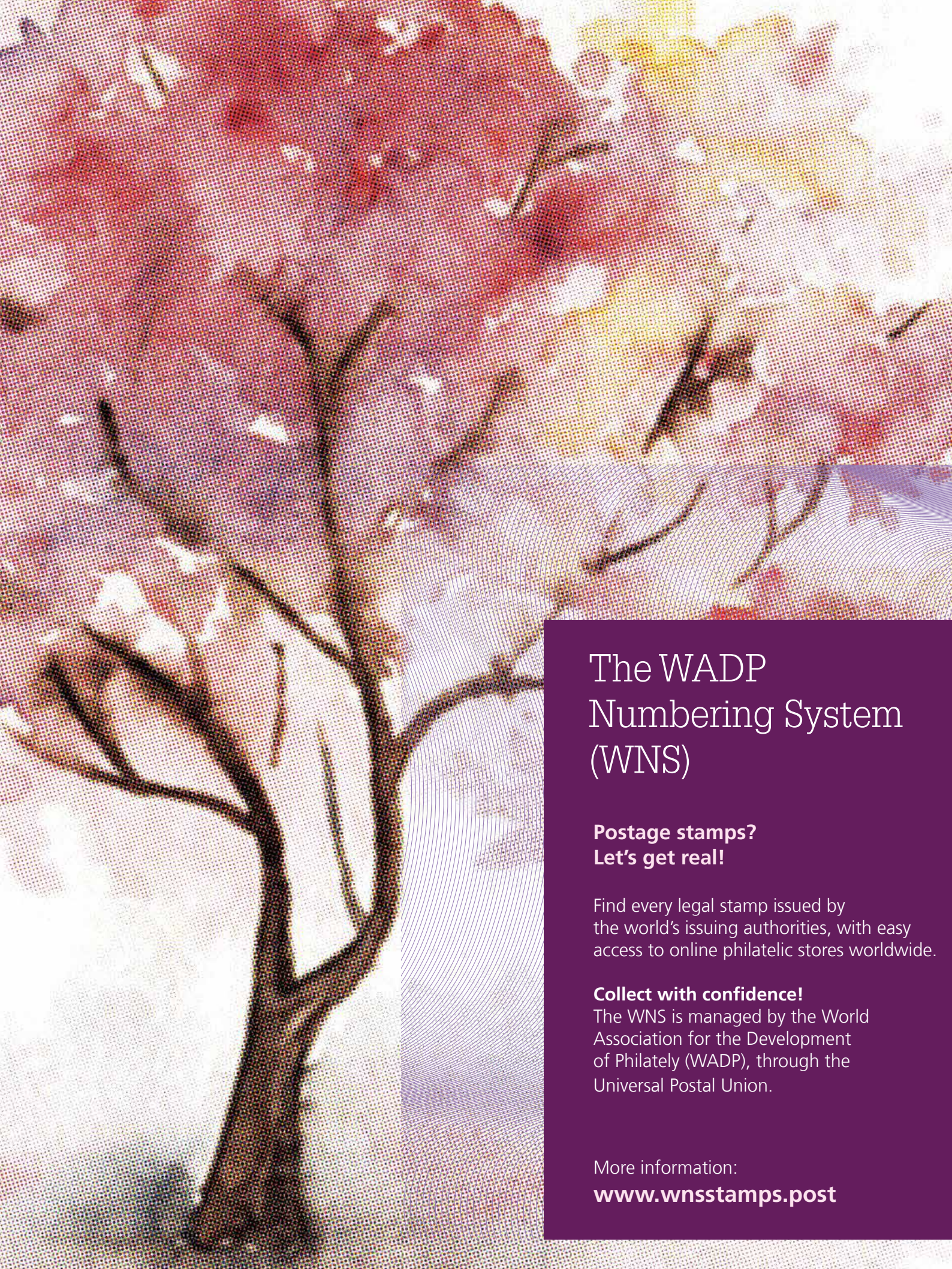
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